

MPW NEWS

VOLUME 2022 • ISSUE 1

SPECIAL EDITION: 2021 YEAR IN REVIEW

PREVIEW OF the MPW 2021 ANNUAL REPORT • Look for it this March at mpw.org/AnnualReport

Positioned for progress: *A promise and an MPW tradition*



GAGE HUSTON
GENERAL MANAGER

From the moment the first gallon of water was pumped in 1900, Muscatine Power and Water (MPW) has worked to provide outstanding utility services — raising the standard of living for our community and attracting business and industry. Our organization has been at the forefront of community progress since the beginning, and it continues today.

forward and positioning the community to avoid setbacks, seize opportunities and make Muscatine the best place to live, play, work and stay.

In 2021, we issued a multi-year strategic plan to address human and system development to keep us a leader in our challenging utility industries. Over this past year, we've been turning that plan's ideas into reality; driving organizational transformation to shape the future of the Muscatine area.

The Utility's history of investing sensibly in infrastructure and new technologies has kept services reliable and rates low for residents while creating an environment for local business and industry to compete in worldwide markets.

Because our community depends on MPW to provide essential services, our dedicated staff rises to challenges daily, working behind the scenes to ensure that you don't have to worry about your Water, Electricity and Communications services — today and into the future. The entire MPW team is always charting a course



As a non-profit, public Utility, MPW serves you, and this Year in Review report spotlights some of those key initiatives that are positioning MPW and our community for continued progress.

Generational Change: *A cleaner, greener future without sacrificing reliability*

One of our most transformative projects is the **Powering the Future** initiative (Strategy 4). Research by prominent energy experts and our staff yielded a solid plan that builds on MPW's historic reliability and affordability and adds flexibility and sustainability components. This multi-year project fundamentally changes how power is generated for our community and positions Muscatine for continued progress well into this century.

• **Expand renewable portfolio** (Objective 4.1)

Planning for the new **Muscatine Solar #1** progressed in 2021. A utility-scale solar installation will be built by a solar developer at our Grandview Wellfield site under a long-term power purchase agreement with MPW.

• **Investigate replacement local resource** (Objective 4.2)

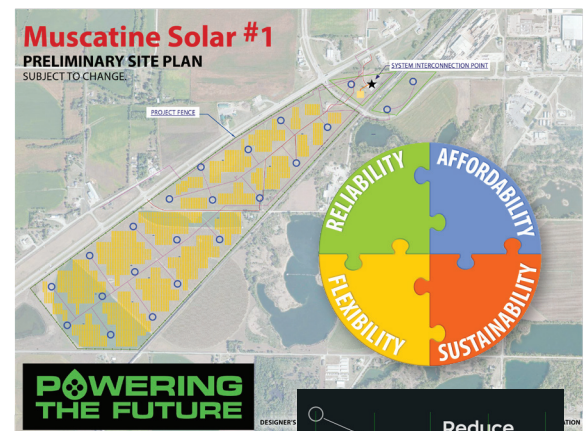
Planning and engineering continued for MPW Unit 10 — a new, local natural gas-fired combined heat and power unit (CHP). Fueled by cleaner burning, low-cost natural gas, CHP maximizes efficient use of energy while reducing carbon emissions and is endorsed by the EPA, Department of Energy, and Iowa Economic Development Authority.

• **Reduce Environmental Impact** (Objective 4.3)

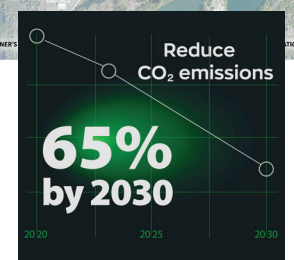
Transitioning from coal, along with the solar and CHP initiatives will support MPW's ambitious sustainability goal of reducing carbon emissions by 65% by 2030.

• **Transition Reliably and Safely** (Objective 4.4)

In August, MPW's Board of Trustees approved the retirement of Plant 1 (Units 7, 8 and 8A) signaling the beginning of the phased transition away from coal-fired power generation. The Units are anticipated to be retired on May 31, 2023, meeting our 25% carbon reduction target for 2024.



POWERING THE FUTURE



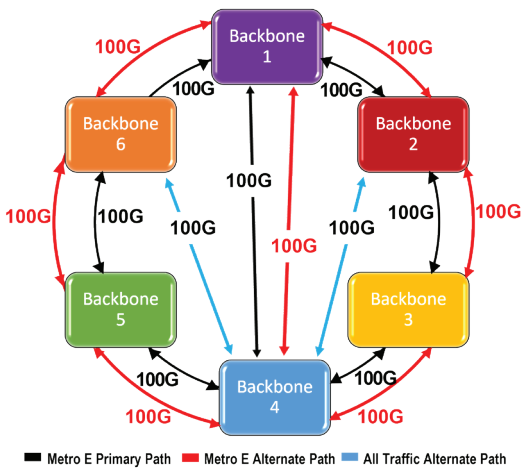
Reliability Doesn't Just Happen

Maintaining our award-winning reliability is no accident. MPW Strategy 3: Invest Responsibly in Reliability crosses multiple Utility lines from Power to Water to Communications and keeps all these areas focused on achieving best-in-class performance for customers.

- **Maintain best-in-class Electric system reliability** (Objective 3.1)

The design and construction of a new 161kV Transmission Line (Line 106) was a major focus in 2021 as MPW partnered with Central Iowa Power Cooperative (CIPCO) to jointly build a new northern route into the community. Line 106 positions us for progress by providing transmission redundancy — a critical companion piece to the Powering the Future initiatives. By year-end, construction was in full swing, and the needed transformer was delivered to the new MPW North Substation.

The American Public Power Association (APPA) recognized MPW for reliable electric performance with the **Certificate of Excellence in Reliability** and our second **Smart Energy Provider Award** which recognizes a commitment to and proficiency in energy efficiency, distributed generation, and environmental initiatives supporting the goal of providing safe, reliable, low-cost, and sustainable electric service.



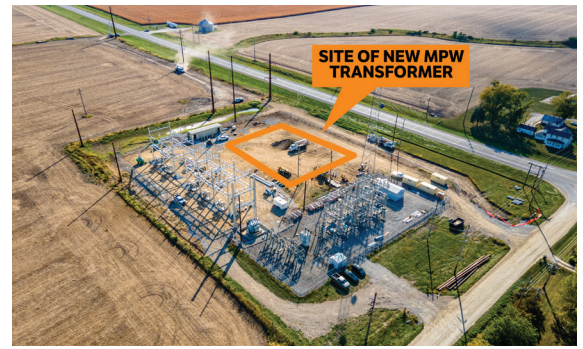
- **Achieve best-in-class Communications system reliability** (Objective 3.3)

With the Fiber to the Home project completed for residential and small business customers, the Communications team moved forward with plans to replace aging equipment for the Metropolitan Area Network (MAN) and built redundant network fiber paths to provide seamless failover ability.

The MAN Equipment Replacement fortifies the communications system ensuring enterprise customers stay connected between their multiple locations and to the world.

- **Improve cybersecurity posture and preparedness** (Objective 3.5)

In today's interconnected world, threats to reliability extend beyond our borders and MPW implemented new security tools in 2021 to help protect the nation's bulk electric system and the worldwide web from cyber threats and beefed up security awareness monitoring and training to help employees identify and report cyber threats.



The site of MPW's new North Substation along Highway 38 at 170th Street



Contractors deliver the North Substation's new 161kV/69kV Auto Transformer



Massive steel poles will carry Line 106 between MPW West and North Substations

It Takes Great People

The implementation of a strategic plan is only possible with a dedicated team. That's why **Strategy 1: Develop Great Employees & Leaders**, is so important. In 2021, at every level, MPW employees were challenged to improve themselves and their processes to **build operational excellence into all aspects of the Utility** (Objective 1.2).

The Utility's robust Continuous Improvement culture actively seeks to improve and streamline operations daily; saving time and money. Working smarter, not harder is more than a catch-phrase.

Staff has embraced Objective 1.3: **Leverage advancements in technology to improve processes and become more information driven.** For example, MPW's in-house Geographic Information System (GIS) department has created new tools for employees to be more effective in the field, as well as public-facing maps and dashboards which allow customers to see power and communications outages, and hydrant flushing activity in their neighborhoods.



Seeking New Ways to Serve

The world is changing and so are our customers' needs. Through MPW **Strategy 5: Grow Our Services**, we have challenged ourselves to seek opportunities to provide new services, expand services and improve existing services.

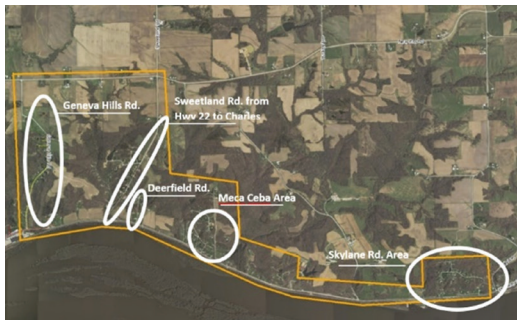
- **Electrify Muscatine 2.0** (Objective 5.1)

MPW continued to support electric vehicle adoption in 2021 with the expansion of our Early Adopter rebates program to provide ten \$1,500 rebates to new EV owners, as well as rebates for private charging stations. By year-end, construction had begun on two new public EV charging stations at Musser Library and Merrill Hotel, with a third to be built in 2022.



One of two new EV Chargers under construction

Residential and Business customers also benefited from MPW's existing energy efficiency rebate programs, which incentivize the implementation of high efficiency appliances, motors and lighting, and help companies achieve corporate sustainability goals.



- **Expand Communications territory to better serve our community** (Objective 5.3)

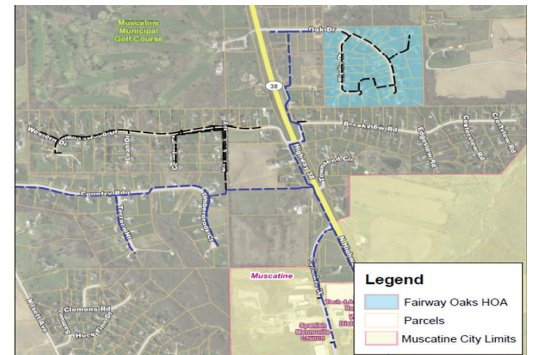
MPW's Communications footprint expanded in 2021; extending fiber service along Solomon Road and into Rolling Meadows neighborhood. Rural fixed wireless customers saw increased speeds and reliability after a major upgrade of our Fixed Wireless Internet system.

The Utility was awarded funding from the Empower Rural Iowa Broadband Grant Program in 2021 to expand fiber to new areas along Highway 22 east. An additional grant was expected to be awarded in early 2022 to facilitate expansion to new areas north of the Hwy 61 Bypass.

- **Investigate Water expansion options** (Objective 5.4)

The water system also expanded in 2021 with the inclusion of Fairway Oaks subdivision, providing high quality water to 38 new customers.

MPW was approached by Louisa County officials to explore the possibility of supplying water services to Wapello and other communities. MPW's water system has the capacity to serve this need and Louisa County would fund the cost of this extension. Stakeholders are investigating costs and design, but no proposals have been made at this time.



- **Deliver Communications product offerings to meet customer expectations** (Objective 5.2)

The Fiber to the Home project officially wrapped up in 2021, making Muscatine a 100% fiber community. In addition to network improvements previously mentioned, Communications team members continued to work behind the scenes on new offerings for enterprise business customers like mesh networks and evolving residential services for internet and IPTV.

14,136.3 MILES OF FIBER

Fiber to every premise completed 2021

MY HOMETOWN IS A **Gigabit City**



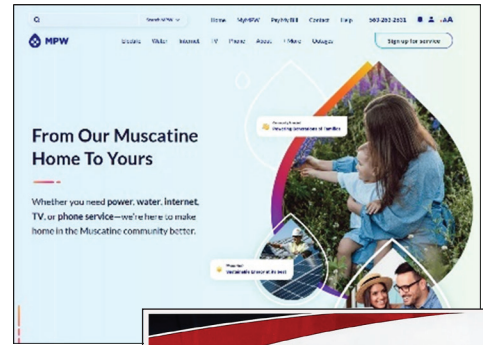
Progress was made on Objective 5.2.4: **Nurture Local Content**, as **MPL 5**, the Musser Public Library channel premiered on MPW Channel 5. **Public Access 9** and **CIVIC TV 2** also expanded their offerings. Through the year, MPW staff worked with Pearl City Media to launch a new local channel, **PCTV**, in the new year on channel 3.

These locally-originating platforms provide unique and valuable community information for MPW customers as part of all MPW TV subscriptions.

The Local Difference

MPW's strength is its connection to customers. Because we are customers too, we understand the value of great service and we strive to deliver exceptional experiences to you every day. Our **Strategy 2: Give Customers Reasons to Love MPW**, is a natural extension of that promise.

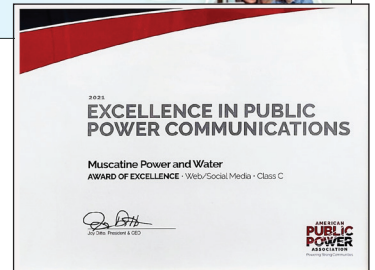
- **Provide an interactive and forward-thinking customer experience** (Objective 2.1)
Clear communication between us and customers is critical to a great experience and in June 2021, MPW launched a redesigned, customer-centered website. We're proud that the new site was recognized by the APPA with an **Award of Excellence in Public Power Communications** in the Web/Social Media category for creating an intuitive and effortless experience for users.



APPA also recognized other MPW customer communications efforts with Awards of Merit for our 2020 Annual Report and Digest, as well as a video featuring our Powering the Future strategic initiative.

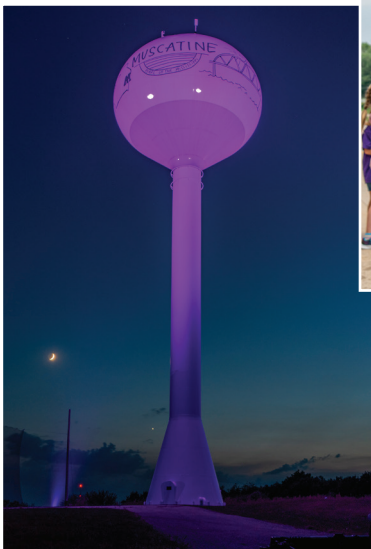


Great strides were made in 2021 toward the replacement of our Customer Information System (CIS) which will provide numerous customer-friendly features and new self-service options; including the SmartHub app. The new CIS is expected to launch by the end of 2022.

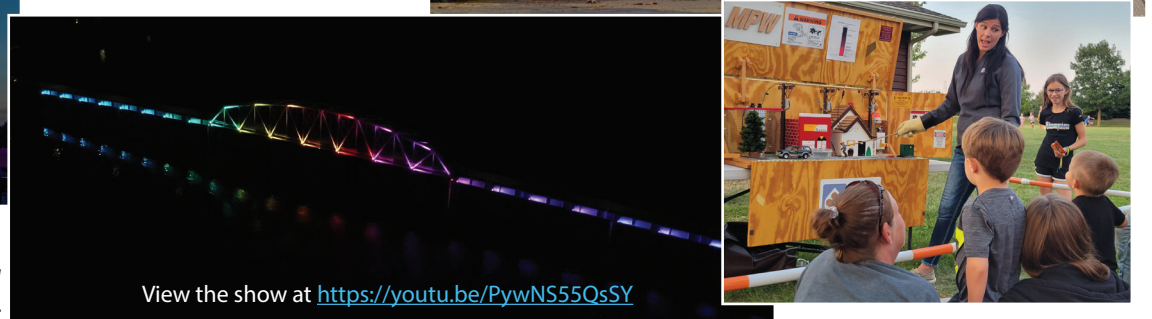


In everything we do, we're making Muscatine the best place to live, play, work, and stay.

- **Community Support** - MPW is proud to have been an authorized provider for both the Emergency Broadband Benefit Program and the Iowa Rent and Utility Assistance Program. A total of 63 customers were able to receive financial assistance to maintain internet connectivity during the pandemic and local families also received \$239,400 towards their utility bills. These programs along with MPW's own Project Share and others made the difference for families in need.



Each year, MPW participates in dozens of community events and conducts educational outreach in schools.



View the show at <https://youtu.be/PywNS55QsSY>



Address: 3205 Cedar St. • Muscatine, IA 52761 **Visit our website:** www.mpw.org.
Lobby Hours: 8 AM - 4 PM; **Drive-thru Hours:** 8 AM - 5 PM, Mon-Fri. **HelpDesk:** 6 AM - Midnight, 7 days a week.
Utility Emergencies: 263-2631, opt 0 (Phones answered 24/7) • **HelpDesk:** 263-2631, opt 2 (6 AM - Midnight)
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